

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 22 - Orange County Office on Aging HICAP

From: 07/01/2010 To: 06/30/2011

Public and Media Data Report

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Type of Activity					
Interactive Presentations to Public in Person					
Total Number of Events	59	77	56	58	250
Estimated Number of Attendees	2,053	12,900	1,750	8,405	25,108
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	9	12	1	7	29
Estimated Number of Attendees	4,275	3,450	350	1,665	9,740
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	100	100
Mobile InfoVan Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	5	18	2	0	25
Estimated Number of Attendees	71	493	30	0	594
Estimated Number of Persons Received Any Enrollment Assistance	15	265	1	0	281
Enrollment Assistance with Medicare Programs(s)	15	265	1	0	281
Enrollment Assistance with Part D	0	0	0	0	0
Enrollment Assistance with LIS	0	0	0	0	0
Enrollment Assistance MSP	0	0	0	0	0
Enrollment Assistance with Other Medicare Program	0	0	0	0	0
Radio Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	13	15	12	0	40
Estimated Number of Attendees	260,000	282,000	240,000	0	782,000
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	4	2	6
Estimated Number of Attendees	0	0	60,000	40,000	100,000
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	0	0	0	0	0
Estimated Number of Persons Reached	0	0	0	0	0

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Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	22	12	12	15	61
Estimated Number of Targeted Persons Reached	227,600	102,000	120,000	244,000	693,600
Presenters					
HICAP Paid Staff					
Total Presenters	0	0	77	71	148
Total Hours for Length of Activities	0.00	0.00	192.35	186.30	378.65
HICAP In-Kind Paid Staff					
Total Presenters	0	0	6	8	14
Total Hours for Length of Activities	0.00	0.00	21.30	18.50	39.80
HICAP Volunteer Staff					
Total Presenters	0	0	5	11	16
Total Hours for Length of Activities	0.00	0.00	10.00	35.40	45.40
Other Presenters					
Total Presenters	0	0	0	1	1
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Area of Focus					
Dual Eligible with Mental Illness	5	22	6	12	2
Employer Termination - COBRA	0	1	0	1	2
General HICAP Information	0	0	0	2	2
Grievances / Appeals - Plan Issues	77	92	54	65	288
Long-Term Care / Insurance	0	2	4	0	6
Low Income Subsidy (LIS) / Application Assistance	6	1	5	8	20
Medicare (Parts A & B)	27	43	15	19	104
Medicare Advantage (Part C)	33	60	34	47	174
Medicare Fraud / Abuse	21	55	30	40	146
Medicare Prescription Drug Coverage (Part D)	25	62	42	54	183
Medigap / Medicare Supplements	27	85	34	42	188
Non-Medicare Fraud/Abuse	19	45	29	36	129
Other Topics / Issues (Health Specific)	1	4	1	5	11
	36	17	19	12	84

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	1	3	4
Preventive Care Benefits	2	7	8	7	24
QMB/SLMB/QI	12	31	9	18	70
Volunteer Recruitment	0	0	0	5	5
Targeted Audience					
African American	2	1	1	1	5
American Indian or Naitave Alaskan	0	0	1	0	1
Asian Indian	0	0	0	0	0
Caucasian	7	9	3	6	25
Chinese	0	0	0	1	1
Disabled	19	25	21	7	72
Dual Eligible Groups	0	1	7	3	11
Employer Related Groups	49	39	4	5	97
Family Member/Caregiver of Beneficiary	76	103	64	42	285
Filipino	0	0	0	1	1
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	9	20	5	3	37
Hmong	0	0	0	0	0
Japanese	0	0	0	0	0
Korean	0	0	0	1	1
Low Income	44	72	24	11	151
Medicare Beneficiaries	75	110	65	53	303
Medicare Pre-Enrollees	0	0	38	36	74
Mental Health	7	6	1	3	17
Mental Health Professionals	0	0	4	2	6
Native Hawaiian	0	0	0	0	0
Other	0	1	5	1	7
Other Asian	39	49	3	0	91
Other Pacific Islander	0	0	0	1	1
Partnership Outreach	0	0	1	7	8
Presentations to Groups in Language Other than English	41	62	6	2	111
Rural	0	0	0	0	0
Samoan	0	0	0	0	0
Socail Work Professionals	0	0	19	6	25
Some Other Race or Ethnicity	0	0	0	1	1
Vietnamese	0	0	31	22	53

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Web Site Hits					
Total Web Hits to Local HICAP Web Site	6,272	1,985	1,007	1,565	10,829
Literature from Events					
General HICAP Brochure	1,836	6,573	975	1,349	10,733
"Taking Care of Tomorrow"	105	1,050	0	0	1,155
Other Publications (Created by or on Behalf of Local HICAP)	3,761	14,641	3,793	3,785	25,980
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	4	1	5	1	11

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Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
SECTION 1 - Client Contacts					
Total Clients Counseled (unduplicated)	1,265	1,938	929	1,419	5,551
Total Finalized Intakes	1,281	2,008	933	1,483	5,705
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	382	779	417	449	2,027
Aging into Medicare Postacd - CDA HICAP	0	0	3	10	13
CDA HICAP	13	48	10	24	95
CHA	2	1	1	2	6
CMS/Medicare	148	183	61	71	463
Friend/Relative	83	122	57	85	347
InfoVan	0	0	1	0	1
Internet	4	8	4	6	22
Mailings	0	0	6	8	14
Media	318	327	143	323	1,111
Other	67	156	79	126	428
Presentations	18	72	19	37	146
Previous Contacts	0	2	25	82	109
State Website	0	0	0	1	1
Missing/Not Collected	246	310	107	259	922
Mode of Client Contact					
Quick Call Contacts	1,217	3,068	910	814	6,009
Contacts by Telephone	1,665	2,427	1,138	1,994	7,224
Contacts In Person at home	6	19	6	21	52
Contacts In Person at site	432	802	369	532	2,135
Contacts by E-Mail	1,689	2,388	179	87	4,343
Contacts by Mail/Fax	0	15	363	380	758
Total Number of Client Contacts:	5,009	8,719	2,965	3,828	20,521
Contact Status Types					
General info	5	6	743	1,526	2,280
Detailed Assistance	3	17	1,204	1,951	3,175
Problem Solving/Resolution	4	18	335	815	1,172
Total Counseling Time Spent by Counselor Type					
Program Manager	13.10	72.56	9.30	18.52	113.48
Volunteer	1,613.16	3,374.17	820.38	1,013.43	6,821.14
Paid	701.26	974.00	354.48	788.29	2,818.03
In-Kind	8.00	3.55	0.00	7.25	18.80
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	80	190	92	165	527
Race					
African American/Black	11	12	8	18	49

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Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	4	4	2	6	16
Caucasian/White	639	1,019	519	678	2,855
Native Hawaiian	2	0	0	0	2
Guamanian or Chamoro	0	0	1	0	1
Samoan	0	5	0	1	6
Asian Indian	3	11	7	11	32
Chinese	22	39	20	21	102
Filipino	5	22	9	19	55
Japanese	13	10	5	6	34
Hmong	0	0	0	0	0
Korean	29	26	3	15	73
Vietnamese	303	354	165	391	1,213
Other Pacific Islander	1	3	0	0	4
Other Asian	8	10	5	9	32
Two or More Race	3	10	0	5	18
Some Other race	17	57	18	35	127
Not Collected	221	426	171	268	1,086
Gender					
Female	630	1,113	515	744	3,002
Male	534	744	356	609	2,243
Not Collected	117	151	62	130	460
Monthly Income					
Less than 150% of FPL	369	714	343	602	2,028
Equal To/Greater than 150% of FPL	477	808	403	584	2,272
Not collected	435	486	187	297	1,405
Client Asset Limits					
Below LIS Asset limit	0	2	58	70	130
At or Above LIS Asset Limit	0	0	14	20	34
Not Collected	1,281	2,006	861	1,393	5,541

From: 07/01/2010 To: 06/30/2011

Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Total Clients that Checked Yes as Being					
Veteran	65	86	46	70	267
Limited English Proficient (LEP)	372	460	212	451	1,495
Dual Eligible	200	480	180	315	1,175
Medicare Status Due to Disability	130	275	138	207	750
Dual Eligible due to Mental Disability	2	4	14	27	47
Applying/Receiving Social Security/Medicare Disability	25	54	110	206	395
Age					
Under 60	129	206	108	173	616
60-64	78	113	90	236	517
65-74	620	836	417	631	2,504
75-84	210	409	174	223	1,016
85+	98	191	61	92	442
Not Collected	146	253	83	128	610
Marital Status					
Married	592	796	393	679	2,460
Never Married	79	156	84	101	420
Separated	21	22	17	40	100
Divorced	148	281	155	223	807
Widowed	228	310	143	240	921
Domestic Partner	3	3	0	6	12
Not Collected	210	440	141	194	985
Estimated Financial Saving					
Clients with Financial Savings	186	178	184	258	806
Estimated Dollars Saved	\$552,112.90	\$276,070.41	\$390,472.50	\$769,124.62	\$1,987,780.43

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	Topics/Needs Discussed				
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	517	689	411	658	2,275
Benefit Comparisons/Explanation/Coverge Changes	486	667	416	689	2,258
Appeals/Grievances	39	47	14	28	128
Billings/Claims	234	114	63	165	576
Fraud/Abuse	14	44	16	20	94
Quality of Care	0	0	6	17	23
LTC/LTCI					
Enrollment/Eligibility Assistance	54	65	18	33	170
Billings/Claims	22	17	6	16	61
LTC Partnership	0	0	0	7	7
Appeal/Greivances	12	10	5	12	39
Fraud/Abuse	8	5	2	6	21
Other LTC	0	0	8	12	20
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	318	496	279	409	1,502
Benefit Explanation	333	502	292	440	1,567
Appeals/Grievances	9	20	6	2	37
Billings/Claims	159	83	33	76	351
Fraud/Abuse	9	31	13	12	65
Disenrollment/Coverage Changes	195	296	122	185	798
Quality of Care	0	0	5	6	11
Plan Comparison	0	1	88	274	363
Marketing/Sales Complaints/Issues	0	0	3	2	5
Plan Non Renewal	0	0	0	4	4
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	425	714	349	543	2,031
Benefit Explanation	420	725	371	628	2,144
Appeals/Grievances	44	70	18	24	156
Billings/Claims	157	128	47	122	454
Fraud/Abuse	11	41	15	23	90
Coverage Changes/Disenrollment	244	452	165	256	1,117
Plan Non Renewal	4	4	3	5	16
Plan Comparison	0	2	135	363	500
Enrollment/Enrollment Asistance	0	1	52	109	162
Quality of Care	0	0	7	19	26
Marketing/Sales Complaints or Issues	0	0	3	3	6
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	83	73	95	185	436
Medi-Cal Application Assistance	0	2	41	62	105

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
MSP Screening (QMB, SLMB, Q-1)	152	145	154	303	754
MSP Application Assistance	0	3	68	148	219
Medi-Cal/QMB Claims	0	1	34	51	86
Fraud/Abuse	8	36	10	2	56
Other	334	421	76	118	949
Other					
Employer/Federal Health Benefits (FEHB)	69	83	61	95	308
Military Benefits	17	20	14	22	73
COBRA	13	19	14	22	68
Mental Health Topics	11	15	10	14	50
Fraud/Abuse	1	25	7	9	42
Other Health Insurance	0	0	6	26	32
Other	64	96	48	76	284
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	18	462	698	1,178
Eligibility/Screening	509	1,124	384	589	2,606
Plan Comparison	503	1,149	301	520	2,473
Enrollment/Anrollment Assistance	124	387	135	288	934
Billings/Claims	94	263	35	73	465
Coverage Changes	231	629	237	312	1,409
Re-enrollment	5	14	10	11	40
Disenrollment	4	2	10	25	41
TROOP	40	255	50	52	397
Other	84	74	27	46	231
LIS / Extra Help					
Eligibility / Screening	216	301	143	313	973
Benefit Explanation	0	4	122	276	402
Application Assistance	111	112	83	162	468
Claims/Billings	0	1	6	31	38
Appeals / Grievances	14	30	3	1	48
Other Prescription Drug CoveragePlans					
Union/employer	14	12	10	10	46
PPARx	1	1	1	11	14
Military Drug Benefit	0	0	4	4	8
Manufacturer Program	4	6	2	1	13
Other	7	9	8	7	31
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	15	29	25	18	87
Lag Time	0	8	4	8	20
Multiple Enrollment	2	3	4	5	14
Poor Training of Agents	1	1	0	1	3
Poor Training of CSR	0	0	0	2	2

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	Topics/Needs Discussed				TOTAL
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	
Fraud/Abuse	0	2	0	2	4
Marketing Fraud/Abuse	1	1	2	0	4
Agent fraud/abuse	1	0	0	0	1
Formulary problems/changes	5	13	4	15	37
Dosage problem	0	0	0	2	2
Data problems	2	3	6	2	13
Delay in medications	2	6	3	12	23
Incorrect Co-Pay/Can't Afford Co-Pay	0	5	3	8	16
Client reached donut hole	42	44	9	18	113
SSA Premium withheld	1	0	1	0	2
Appeals/Grievances	0	1	3	4	8
Quality of Care	0	0	0	5	5
Plan Non Renewal	0	0	4	0	4
HICAP Legal Services					
Referrals to HICAP Legal	8	11	14	6	39
Legal Clients Served	17	22	25	15	79
Cases Opened	8	11	14	6	39
Cases Closed	11	11	14	9	45
Favorable Closed Case Results	6	10	13	8	37
Client Representation Hours	12	32	21	12	77
Consultation to Program Hours	37	25	34	13	109
HICAP Legal Clients that Saved	3	4	5	3	15
Estimated Financial Savings	\$5,052.00	\$6,650.00	\$3,803.00	\$22,589.00	\$38,094.00

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Complaints Filed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
Part D Plan:	0	0	1	0	1
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	0	3	1	4
Other:	6	14	5	14	39
TOTAL MEDICARE PART D COMPLAINTS	6	14	9	15	44

All Other Complaints

APS :	0	0	0	0	0
CDI:	0	0	0	0	0
CMS:	0	0	1	0	1
QIO:	0	0	0	1	1
SMP:	1	1	0	0	2
Other:	1	1	0	1	3
TOTAL ALL OTHER COMPLAINTS	2	2	1	2	7

800 Medicare Line Issues

Total number of Calls with Issues	26	43	18	43	130
Total duration of calls	2.32	5.47	3.17	35.15	46.11